

FINAL REPORT

**THE HANDLING OF HOTEL CONTRACT RATE BY
PRODUCT AND CONTRACTING DEPARTMENT
STAFF AT PANORAMA DESTINATION BALI**



POLITEKNIK NEGERI BALI

Harlin

**TOURISM DEPARTMENT
BALI STATE POLYTECHNIC
BADUNG
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POLITEKNIK NEGERI BALI

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PRODUCT AND CONTRACTING DEPARTMENT STAFF AT
PANORAMA DESTINATION BALI**

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This final project is submitted to qualify one of the requirements for completing associate's degree at Tourism Department in Bali State Polytechnic.

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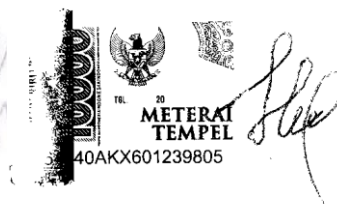
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“THE HANDLING OF HOTEL CONTRACT RATE BY PRODUCT AND CONTACTING DEPARTMENT STAFF AT PANORAMA DESTINATION BALI”

is free from plagiarism. If this statement proves to be untrue, I am ready to accept sanctions in accordance with applicable regulations.

Thus I make this statement letter to be used as appropriate.

Badung, July 2023



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All praise is due to Allah SWT, the Almighty God, because by His grace the author can complete the final project entitled **The Handling of Hotel Contract Rate by Product and Contracting Department Staff at Panorama Destination Bali** properly and on time. This final project was made with the intention of describing the handling of hotel contract rates at Panorama Destination Bali from the beginning to the end.

In the process of writing this final project, the author has encountered many obstacles and difficulties, but with the guidance and motivation of various parties, these obstacles and difficulties can be resolved. For that, in this good opportunity the author would like to express his gratitude to:

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The author realizes that there are still shortcomings in terms of material, systematics, and language. This is inseparable from the limitations of the author as a human being human who does not escape imperfection. Therefore, suggestions

and criticisms from readers are highly expected in order to perfect this final project.

Finally, the author hopes that this final project can be useful for all readers both from the Bali State Polytechnic environment and from outside the Bali State Polytechnic environment.

Badung, July 2023

Harlin



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CHAPTER I

INTRODUCTION

A. Background

Tourism is the term given when a tourist travels, or in other words the activities and events that occur when a visitor travels (Sutrisno, 2008). With its beauty and cultural treasures, Indonesia is a world priority tourist destination which makes Indonesian tourism continues to grow every year. Based on the data of Central Statistics Agency, entering the fourth month of 2023, foreign tourist arrivals in Indonesia reached 865.81 thousand visits. This number decreased slightly by 0.39 percent compared to April 2023 (month to month) and increased by 276.31 percent compared to the same month last year. Cumulatively, foreign tourist arrivals from January to April 2023 increased by 393.83 percent compared to the same period in 2022. This increase was mainly recorded at the Ngurah Rai and Soekarno Hatta airport gates, increasing by 1,819.01 percent and 441.24 percent respectively.

Talking about tourism cannot be separated from the beautiful island which has a million natural charms and rich in culture and abundant customs, namely Bali Island. Bali is one of the provinces in Indonesia which has become a priority tourist destination because of its cultural uniqueness and natural beauty that attracts both domestic and foreign tourists. It is located in southern of Indonesia between Java Island in west side and Lombok Island in east side. Bali is also known as The Island of God and The Island of Thousand Temples which eventually became the brand of Bali tourism itself. According to the book "Indonesians Portraits from an

Archipelago" written by Ian Charles Stewart, Bali is mentioned as the "Jewel" on the eastern tip of Java. According to Wikipedia the total area of Bali is about 5.780,06 km² and based on the data of Bali Province Statistics Center populations in Bali about 4 million 467 hundred people that majority is Hindu with income from agricultural products and also in the tourism sector.

Bali as a world tourist destination encourages business people to establish a Travel Agent. Travel Agent is a company that specifically manages and organizes people's travel, including the completeness of the trip, from one place to another, both domestically, from within the country, to abroad and abroad itself (Yoeti, 2006). The Travel Agent is a travel industry that provides tourism planning services to organize tours including ticket booking, accommodation, and travel document management. Tour packages made by a travel agency will be sold to domestic and foreign tourists to foreign agents who work with the company in marketing its tour packages. In every province in Indonesia there are travel agencies, especially in Bali where there are so many travel agencies, one of which is Panorama Destination Bali which has become one of the travel agencies that has been engaged for more than 20 years in the tourism industry.

Panorama Destination Bali has several departments, such as Tour Operation, Reservation, Accounting, and Product and Contracting. Product and Contracting is a department that is responsible for making products, contract rates between the company with hotels and suppliers and is responsible for inputting price and booking data into the system. This department is also responsible for the comfort of guests while staying at the hotel, therefore it often conducts inspections to hotels where

guests will stay. In this department, there are several problems that was happened, such as SOPs guidance is unavailable.

One of the problems in each department is the lack of work guidance for trainee or new employees in handling hotel contract rate, which requires hard work for trainers in teaching SOPs for handling during work. Even though there are many contract prices that are handled especially during the high season and based on data from the product and contracting department there are 627 contracts for the period 2023-2024. Therefore, the author is interested in appointing this issue as the title of the final project which is expected to be the answer to these problems, especially in the field of Product and Contracting for handling hotel's contract rate which is a fairly complex and main duty in that department to serve as new knowledge for the author himself or for readers and parties in need. Although this problem has been discussed before by I Made Bayu Wedhanta in the 2020 final project entitled "Penanganan Contract Rate Kepada Kamandalu Ubud Resort oleh Staf PT. Cendrawasih Ceria International Tour & Travel" but it does not decrease my intention to reappoint it with a more complete discussion along with a different hotel.

B. Problem Statement

Based on the background description above, the problem statement can be formulated as follows:

1. How is the handling of hotel contract rate by product and contracting department staff at Panorama Destination Bali?

2. What is the obstacle faced by product and contracting department staff when handling hotel contract rate?

C. The Purpose and Usage of Writing

The purposes of writing this final project are as follows:

1. The Purpose of Writing

- a. To find out the handling procedure of hotel contract rate by product and contracting department staff at Panorama Destination Bali.
- b. To find out the obstacles faced with the solutions in handling of hotel contract rate by product and contracting department staff at Panorama Destination Bali.

2. The Usage of Writing

a. For Company

This paper is expected to provide benefits for the Panorama Destination Bali industry to serve as a source of information for new staff and future trainers.

b. For Students

This paper is expected to be one of the scientific references for students in the learning process and also an overview of related fields in a travel agent.

c. For Bali State Polytechnic

This paper is expected to be useful for adding to the treasury of literature that can be used as reference material for academics and students of Bali State Polytechnic, especially in the Tourism Department of the Travel Business Study Program in the future.

d. For Author

As one of the requirements in completing the Associate's Degree III period in the Travel Business Study Program, in addition this paper is also useful in adding insight and expanding the author's knowledge in handling hotel contract rate in the field of product and contracting at a travel agent.

D. The Method of Writing

In writing this final project report, the author uses several data collection methods that are used as a way to solve the problems raised, as follows:

1. The Method of Collecting Data

a. Participative Observation

The observation method is a data collection technique, where the researcher makes direct observations of the research object to see the activities carried out up close (Riduwan, 2004: 104). So, the method of collecting data by making direct observations on the handling carried out by Panorama Destination Bali staff in the field of product and contracting.

b. Interview

The interview method is a data collection method carried out by directly interviewing several staff and department manager from Panorama Destination Bali based on the data needed for this writing and the answers recorded in a note.

c. Documentation

Documentation method is collecting documents and records related to the handling of hotel contract rate by product and contracting department staff at Panorama Destination Bali such as, list of the hotel, SOP of input data on system, inspection document, etc. The technique used is to take photos related to the field of product and contracting and then combine them with theories in books and company websites.

2. The Method of Data Analysis

In writing this final project report by using the qualitative descriptive analysis method, which is by providing a description with the technique of describing clearly and in detail and systematically the data from the object of research, especially about matters handled in the field of product and contracting.

3. The Method of Data Presentation

The method used in the technique of presenting the results of the analysis in writing this final project report is an informal and formal presentation method. The informal presentation method is a formulation with ordinary words, while the formal presentation is with signs and symbols.

The informal method is the method of presenting the analysis with ordinary words in the form of explanations and information related to the handling of products and contracting by staff in Panorama Destination Bali while the formal method is the method of presenting the results of the analysis

by presenting the results of the analysis with photos to complete this final project report.



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CHAPTER V

CONCLUSION

A. Conclusion

Based on the discussion in chapter IV regarding the handling of hotel contract rates carried out by product and contracting staff at Panorama Destination Bali, the author can conclude that:

1. The process of handling hotel contract prices is divided into 3 stages, namely the preparation stage, the implementation stage and the final stage.

a. Preparation Stage

At this stage, product and contracting staff log in to the computer, enter Microsoft outlook, check for new incoming emails related to contract prices, read carefully the existing contract, and log in to the system tour plan.

b. Handling Stage

At this stage of handling there are several things that must be done by staff to get a contract price with the hotel, namely the first, the exploration stage where staff will conduct inspections both directly and indirectly by searching through social media regarding hotel addresses, emails, hotel facilities and products, the second, the request stage carried out by product and contracting staff by sending a draft contract price

request to the relevant hotel. The third is the approval stage where the contract price that has met the company's standards will be signed by the product and contracting director and the contract price is ready to be used when making tour packages.

c. The final stage, after obtaining the hotel contract price, the staff will input the price data into the Tour Plan system.

2. Obstacles that are often faced are contracts that fail because they forget to sign, hotel and supplier contract documents are mixed up which makes it difficult for staff to find a document and user saturation in the system which causes it to be unable to input contract price data. But even though there are several obstacles, the staff has also provided solutions for this.

B. Suggestions

Related to the handling of hotel contract prices in the product and contracting department of Panorama Destination Bali, then the author would like to submit some suggestions to improve employee performance in the future, the following are some suggestions:

1. The addition of employees in the field of product and contracting, especially those who focus on the contract signing process so that no more cancelled contracts occur and making some information about force majeure on contract.
2. Increase the frequency of inspections to avoid guest complaints about accommodation.
3. Adding a Tour Plan system account so that there is no use of one account for two people.

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